



Department of Motor Vehicles

MOTOR VEHICLE FIELD REPRESENTATIVE

Departmental Open Examination

Location: Statewide

Continuous Filing

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE This is a Departmental Open Examination. Applications will NOT be accepted on a promotional basis.

WHO SHOULD APPLY Applicants who meet the minimum qualifications as stated on this bulletin may apply. Once you have taken the examination, you may not reapply for twelve (12) months.

IDENTIFICATION REQUIRED Applicants must bring photo identification or two forms of signed identification to the written test.

HOW TO APPLY The Application will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, provide their contact information and schedule a time and place to take the examination.

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE MOTOR VEHICLE FIELD REPRESENTATIVE EXAMINATION IS COMPLETED DURING THE ONLINE INTERNET PROCESS.

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Department of Motor Vehicles for this information. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA does have Internet terminals that are available for public use at no cost. For more information contact the Service Center at 916-653-1705.

Exams will be held at various dates and locations throughout California. These dates and locations will be posted online as they are needed. To apply and schedule an appointment to take the test as dates become available, please go on the Internet and connect to:

http://www.spb.ca.gov/jobs/exams/exam_start.htm

Follow the online instructions. Applicants will complete their application and respond to questions regarding their ability to meet the minimum qualifications. An immediate minimum qualification determination will be made by the online system. If an applicant qualifies, he/she will be allowed to select a date, time and place to take the written test.

Please note that the Internet system will be unavailable on Tuesdays between 7:00am and 1:00pm, Pacific Standard Time, for processing and maintenance. **DO NOT** begin the application process on the Internet during this time as your record will NOT be processed.

APPLICATION DEADLINE

CONTINUOUS FILING

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, contact the Department of Motor Vehicles at 916-657-7553, or Telecommunications Device for the Deaf (TDD) at 1-800-735-2929.

SALARY RANGE

Monthly Salary:

**Range A: \$2280-\$2770
Range B: \$2450-\$2975**

**MINIMUM
REQUIREMENTS**

All applicants must meet the Minimum Qualifications on the date of submission of their application for examination. Qualifying experience may be combined on a proportionate basis to meet 100% of the minimum qualifications stated below.

**POSITION
DESCRIPTION AND
LOCATION**

Under direction, provides service to the public in the issuance of driver licenses, vehicle registrations and occupational licenses; interprets the provision of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issues driver licenses and vehicle and vessel registrations using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working extended hours and Saturdays.

Positions exist throughout the State.
Written Test will be conducted throughout the State.

**MINIMUM
QUALIFICATIONS****Either I**

In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant (General), (Typing).

Or II

Experience: One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.

AND

Education: Either equivalent of completion of the twelfth grade, or completion of a business school program, such as those offered through the Manpower Development and Training Act.

**ADDITIONAL
DESIREABLE
QUALIFICATION**

Ability to type 23 words per minute.

**SPECIAL PERSONAL
CHARACTERISTICS**

Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency and effectiveness. Ability to communicate effectively in English.

**EXAMINATION
INFORMATION**

The examination will consist of a written test weighted 100%. Candidates must achieve a passing score on each segment of the written test and attain an overall minimum score of 70% in order to be placed on the eligible list.

**CALCULATOR
USAGE**

Hand-held calculators will be permitted, but will not be provided by the Department. Note: Cell phones, Palm Pilots and other electronic devices may not be used as a calculator during the examination.

**TEST INFORMATION
and SCOPE****WRITTEN TEST – WEIGHTED 100%**

In evaluating the candidates' knowledge, skills, and abilities, the examination has been developed to measure each candidate's:

Knowledge of:

- Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.
- Proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or written materials (e.g. Statement of Facts) are complete, succinct, and free of writing errors.

Skill to:

- Interact effectively with coworkers, supervisors, other departmental employees, and staff from other agencies to complete licensing and registration transactions.
- Evaluate situations accurately to take effective action at the appropriate time.
- Read and understand detailed written information pertaining to the licensing and registration of motor vehicles (e.g. vehicle titles, manuals, memos containing law changes,

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- court documents, accident reports, vision reports, medical reports, driving records).
 - Apply policies and procedures regarding licensing and registration processes.
 - Adhere to office policies and procedures.
 - Calculate basic mathematics (i.e. addition, subtraction, multiplication, and division, decimals, percentages) to determine transaction fees, ensure that appropriate fee amounts have been received, make correct change when receiving payment in cash, determine driver point counts, balance cash drawer, tally travel mileage, and tally timesheet hours.
 - Count money, including bills and coins, to make appropriate change for collected fees, balance a cash drawer, and determine the amount of money in a bank deposit.
 - Perform cashiering transactions involving the collection and disbursement of money, as well as the issuance of receipts for such transactions.
 - Read and understand the English language to respond to letters from customers, utilize reference manuals (e.g. Vehicle Code Book, Registration Manual, Driver's Licensing Manual, Polk's Manuals), and ensure the legibility of documents.

Ability to:

- Work as a team member in a team environment for the completion of licensing and registration transactions.

**ELIGIBLE LIST
INFORMATION**

Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established. A candidate may be tested only once during any 12 month period.

**VETERANS'
PREFERENCE**

Veteran's Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERAN'S PREFERENCE CREDITS.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance examinations are granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credits in open non-promotional examinations are granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.